

**Computer Sciences Corporation**  
**Work Order**  
**May 15, 2012 – Quote Valid Until 5/30/12**

**Agreement No. DURHADD.doc**

**Work Order No. \_\_\_\_\_**

This Work Order is effective May 15, 2012, and is by and between **Computer Sciences Corporation** ("CSC") as successor in interest to DORN Technology Group, Inc. and **City of Durham** ("CUSTOMER") located at 101 City Hall Plaza, Durham, NC 27701 and is hereby made a part of and incorporated into the "Easy Contract" Standard Terms and Conditions Agreement No. DURHADD.doc ("Agreement") and any Addendums to the Agreement by and between DORN Technology Group, Inc. and CUSTOMER. In the event that any provision of this Work Order and any provision of the Agreement are inconsistent or conflicting, the inconsistent or conflicting provision of this Work Order shall be and constitute an amendment of the Agreement and shall control, but only to the extent that such provision is inconsistent or conflicting with the Agreement. CSC and CUSTOMER hereby agree as follows:

**Services – Riskmaster "X" Upgrade (RM World Customers) (see Requirement 1)**

- ♦ Installation (see Requirement 3) – 3 Days @ \$1,750 per day
- ♦ Training (see Requirements 2 and 3) – 3 Days @ \$1,850 per day
- ♦ Custom Analysis (see Requirement 4 ) –20 Hours @ \$165 per hour
- ♦ Project Management - 25 hours @ \$165 per hour

**Total Estimated Services:           \$18,225.00**

**Requirements:**

1. The above requires that Customer (a) currently utilizes RM World and (b) meets all the criteria for the upgrade documented on RISKMASTER.com, including but not limited to hardware setup.
2. CSC requires two days of training. However, Customer acknowledges CSC's recommendation that a third or fourth day of training may be needed.
3. The above does not include any custom scripting. Customers with web forms or custom work will be expected to validate the code in a test environment where RISKMASTER X is installed. If the web forms or custom work must be enhanced or re-written, CSC can assist subject to a separate work order at a mutually agreed hourly rate.
4. Installation in most cases can be done remotely. Training must be at customer site. Training classes may not exceed 12 per session.
5. Project Management and Custom Analysis are on a time and material basis.

**Assumptions:**

- The quote provided assumes installation for two environments. If additional environments need to be installed additional days would need to be quoted.
- This work order does not cover assistance that may be desired / requested on date of "go-live". This can be processed as a change request if Customer later requires CSC assistance.
- Creation of check stock is 1.5 hours per check stock. This includes creation, deployment and testing. This is optional service and not included in the above packages.

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- Note 1: Customer Responsibility - It is recommended that the customer configure their infrastructure to allow for testing of RISKMASTER X prior to putting the application into a Production environment.
- Note 2: Customer will pay all reasonable travel-related expenses incurred by employees of CSC in connection with this project.
- Note 3: Customer acknowledges that the above amounts are good faith estimates based upon the information known to CSC. Estimates are not intended as price or performance guarantee. Estimates are for budgetary purposes only. The estimate should not be deemed an absolute cap nor does it transform this scope of work into a fixed fee agreement.
- Note 4: In the event Customer cancels or reschedules a services appointment (e.g. including but not limited to training or installation) with CSC, within fourteen days (14) of the scheduled date, Customer shall pay CSC a cancellation / rescheduling charge equal to eight (8) hours of services, plus any non-refundable expenses (including but not limited to airfare, hotel, car rental etc.) incurred by CSC. Services hourly rate is \$165.00 per hour.

CUSTOMER and CSC certified by the undersigned authorized agent that they have read this Work Order and Agreement and accepts the standard terms and conditions.

**CSC**

**Customer**

**Computer Sciences Corporation**

**City of Durham**

By: \_\_\_\_\_  
(Authorized Signature)  
(in non-black ink, please)

By: \_\_\_\_\_  
(Authorized Signature)  
(in non-black ink, please)

\_\_\_\_\_  
Jeffery C. Schwalk  
(Name)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
President, P & C / General Insurance Division  
(Title)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Execution Date)

\_\_\_\_\_  
(Execution Date)

**Computer Sciences Corporation**  
**Addendum**  
**May 15, 2012 – Quote Valid Until 5/30/12**

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**Addendum No. \_\_\_\_\_**

This Addendum is effective May 15, 2012, and is by and between **Computer Sciences Corporation** ("CSC") as successor in interest to DORN Technology Group, Inc. and **City of Durham** ("CUSTOMER") located at 101 City Hall Plaza, Durham, NC 27701 and is hereby made a part of and incorporated into the "Easy Contract" Standard Terms and Conditions Agreement No. DURHADD.doc ("Agreement") and any Addendums to the Agreement by and between DORN Technology Group, Inc. and CUSTOMER. In the event that any provision of this Addendum and any provision of the Agreement are inconsistent or conflicting, the inconsistent or conflicting provision of this Addendum shall be and constitute an amendment of the Agreement and shall control, but only to the extent that such provision is inconsistent or conflicting with the Agreement.

CSC and CUSTOMER hereby agree as follows:

1. CUSTOMER desires to license the following Software pursuant to the terms and conditions of the Agreement:

<u>Software</u>	<u>Software Fee</u>	<u>Support Fee</u>
Business Analytics – 5 Power Users (includes BOE Professional, Webi / Deski Report Creation Module and Crystal Reports View along with a single Universe for Reporting and 5 Dashboard Users)	\$20,000.00	\$5,000.00

2. Notwithstanding anything to the contrary in the Agreement, CSC and CUSTOMER agree that for CUSTOMER'S authorization to license such Software, CUSTOMER promises and agrees to pay CSC as follows upon execution hereof.

<b>Total Software Amount:</b>	<b>\$20,000.00</b>
<b>Prorated Support:</b>	<b>\$ 3,333.33 (6//1/12 – 1/31/13)</b>
<b>Total Due on Execution:</b>	<b>\$23,333.33</b>

**Additional Annual Support: \$5,000.00 (See Note 1)**

3. All other terms and conditions of the Agreement shall remain in full force and effect.

Note 1: The above support fees are in addition to the current MESA / Support Services Plan fees. The amount due is prorated in accordance with the anniversary/renewal date of your MESA / Support Services agreement. Customer's support plan runs February to January. Customer's current support plan expires January 1, 2013. A support amount of \$5,000.00 will be added to each succeeding support year and invoiced in accordance with Customer's MESA Agreement. Upon expiration of the current support plan, the support term for this addendum may be extended for an additional 5 year term at the rate in effect for the immediately preceding support year at the time of renewal subject to a maximum increase equal to the percentage increase in the Consumer Price Index for all Urban Consumers (Professional Services) ("CPI"), published by the United States Bureau of Labor Statistics, from the immediately preceding January 1 at the time of renewal as adjusted annually for CPI.

Note 2: CSC's Business Analytics contains third party software ("Third Party Software") provided to Customer by CSC for use with the System and such Third Party Software is listed in Schedule A. The Third Party Software is provided to Customer in accordance with the attached Schedule A. Customer acknowledges that Business Analytics licensed pursuant to this Addendum is for use with the RISKMASTER System only.

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CSC is sublicensing such to Customer as an Application-Specific license pursuant to the Application Provider Agreement with BOSL dated effective January 15, 2001: Customer may use Business Analytics as a tool for creating reports from the RISKMASTER data universe and for displaying that data in a dashboard format. Even though Customer may use Business Analytics for said purposes with third party product data used in conjunction with RISKMASTER, Customer shall not be permitted in any instance to use Business Analytics solely with data generated from third party products. Customer is entitled to make a reasonable number of archive-only copies; however, only one (1) production copy of Business Analytics is permitted under this Application-Specific license.

Note 3: Authorized Location: 101 City Hall Plaza, Durham, NC 27701.

CSC and CUSTOMER certify by their undersigned authorized agents that they have read this Addendum and the Agreement and agree to be bound by their terms and conditions.

**CSC**

**Customer**

**Computer Sciences Corporation**

**City of Durham**

**By:** \_\_\_\_\_  
(Authorized Signature)  
(in non-black ink, please)

**By:** \_\_\_\_\_  
(Authorized Signature)  
(in non-black ink, please)

\_\_\_\_\_  
Jeffery C. Schwalk  
(Name)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
President, P & C / General Insurance Division  
(Title)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Execution Date)

\_\_\_\_\_  
(Execution Date)

**SCHEDULE A: THIRD PARTY SOFTWARE**

The following Third Party Software is being provided as part of the System:

**1. SAP Business Objects, formerly known as Business Objects of America (“BOA”) software**

The Licensed System includes one or more of the following BOA software products at CSC’s discretion (“BOA Products”):

BusinessObjects End User Bundle, consisting of:

- SAP Business Objects Enterprise Professional for Query, Reporting, and Analysis (XI 3.1 SP3)
- SAP Business Objects Web Intelligence (XI 3.1 SP3)
- SAP Crystal Reports Viewer
- SAP Business Objects Dashboard (2008)

Customer’s use of the BOA Products shall be subject to the following additional terms and conditions:

**1.1 Restrictions.**

Customer will not (a) modify, reverse engineer, or decompile the BOA Products; or (b) remove any of BOA's proprietary notices or legends, including any BOA trademark contained in or on the BOA Products or related BOA documentation.

**1.2 No Consequential Damages.**

IN NO EVENT SHALL BOA BE LIABLE TO THE CUSTOMER FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES (INCLUDING, WITHOUT LIMITATION, LOSS OF DATA, LOSS OF PROFITS, LOSS OF USE, INTERRUPTION OF BUSINESS, AND THE LIKE) ARISING FROM OR IN RELATION TO THE USE OF THE BOA PRODUCTS, HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY. THIS LIMITATION WILL APPLY EVEN IF BOA HAS BEEN ADVISED OR IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES.

**1.3 Limitation of Liability.**

IF, DESPITE ANY OF THE OTHER PROVISIONS OF THIS AGREEMENT, THERE SHALL BE ANY LIABILITY OF BOA TO CUSTOMER OR ANY THIRD PARTY THAT ARISES OUT OF OR IS IN ANY WAY CONNECTED TO THE USE OF THE BOA PRODUCTS, BOA’S AGGREGATE LIABILITY FOR ALL CLAIMS, DAMAGES, AND LOSSES ARISING OUT OF THE SUBJECT MATTER OF THIS AGREEMENT, WHETHER IN CONTRACT, TORT (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE), OR OTHERWISE, SHALL NOT EXCEED THE TOTAL AMOUNTS PAID BY CUSTOMER FOR THE BOA PRODUCTS HEREUNDER DURING THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE DAY THE ACT OR OMISSION OCCURRED THAT GAVE RISE TO THE MOST RECENT CLAIM. THIS LIMITATION OF LIABILITY IS COMPLETE AND EXCLUSIVE, SHALL APPLY EVEN IF BOA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH POTENTIAL CLAIMS, LOSSES, OR DAMAGES, AND SHALL APPLY REGARDLESS OF THE SUCCESS OR EFFECTIVENESS OF ANY OTHER REMEDIES POSSESSED BY THE CUSTOMER OR ANY THIRD PARTIES. THIS LIMITATION OF LIABILITY REFLECTS AN AGREED ALLOCATION OF RISK BETWEEN THE PARTIES IN VIEW OF THE NATURE OF THIS TRANSACTION. THE FOREGOING LIMITATIONS SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED WARRANTY OR REMEDY.

**1.4 Third Party Beneficiary**

BOA is an intended third-party beneficiary of the additional terms and conditions contained in Section 1 of this Schedule A and is entitled to enforce such additional terms and conditions.

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**TRAINING**

<u>Description</u>	<u>Estimated No. of Days</u>	<u>Daily Rate</u>
Business Analytics	3	\$2,200.00
Dashboard	2	\$2,200.00

**INSTALLATION**

<u>Description</u>	<u>Estimated No. of Days</u>	<u>Daily Rate</u>
Business Analytics (2 environments)	3	\$2,200.00

**ASSUMPTIONS:**

- Estimate assumes customer is purchasing Business Analytics and is not already familiar with the product.
- Installation Services are quoted to support the installation onto two client environments/servers, i.e., Production, Test, User Acceptance, etc. If multiple environments/servers are required for installation then additional services will be required.
- The above estimate for Business Intelligence training does not include the Designer module. This is an advanced and optional topic that would require additional training to be scheduled.
- Business Intelligence Consultancy and customer report creation are additional services offered by CSC and will require an additional work order.
- Customer is not utilizing Business Entity Security.
- Dashboard training participants have at least an intermediate knowledge of Microsoft Excel. Advanced knowledge of Excel is preferable. The training will not instruct participants on Microsoft Excel.
- Install is for 5 BI users and 1 Dashboard Designer user; additional users will increase price.
- Training is for up to a maximum of 12 participants in a class. Additional participants will increase price.
- BI training includes training on both end user and administrative functions such as managing users, creating security groups, etc.
- Configuration training includes training on system configuration and customization options as well as training on system administration and maintenance activities.

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- The dashboard portion of Business Analytics is not web enabled and must be accessed through traditional client/server processes.
- If using Query as a Web Service then the associated wizard must be run on the Web Server.

Note 1: CUSTOMER will pay all reasonable travel-related expenses incurred by employees of CSC in connection with this project.

Note 2: CUSTOMER acknowledges that the above amounts are good faith estimates based upon the information known to CSC. Estimates are not intended as price or performance guarantee. Estimates are for budgetary purposes only. The estimate should not be deemed an absolute cap nor does it transform this scope of work into a fixed fee agreement.

Note 3: In the event CUSTOMER cancels or reschedules a services appointment (e.g. including but not limited to training or installation) with CSC, within fourteen days (14) of the scheduled date, CUSTOMER shall pay CSC a cancellation / rescheduling charge equal to eight (8) hours of services at \$165.00 per hour, plus any non-refundable expenses (including but not limited to airfare, hotel, car rental etc.) incurred by CSC.

Note 4: Training classes are limited to 12 participants. Class sizes over 12 require pre-approval by the Project Manager and may incur additional costs.

Note 5: Authorized Location: 101 City Hall Plaza, Durham, NC 27701.

CUSTOMER and CSC certify by the signature of their authorized agent that they have read this Work Order and Agreement and accept the terms and conditions.

**CSC**

**Computer Sciences Corporation**

**CUSTOMER**

**City of Durham**

By: \_\_\_\_\_  
(Authorized Signature)  
(in non-black ink, please)

\_\_\_\_\_  
Jeffery C. Schwalk  
(Name)

\_\_\_\_\_  
President, P & C / General Insurance Division  
(Title)

\_\_\_\_\_  
(Execution Date)

By: \_\_\_\_\_  
(Authorized Signature)  
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(Execution Date)

**Computer Sciences Corporation**  
**Addendum**  
**May 15, 2012 – Quote Valid Until 5/30/12**

**Agreement No. DURHD.doc**

**Addendum No. \_\_\_\_**

This Addendum is effective May 15, 2012, and is by and between **Computer Sciences Corporation** ("CSC") as successor in interest to DORN Technology Group, Inc. and **City of Durham** ("CUSTOMER") located at 101 City Hall Plaza, Durham, NC 27701 and is hereby made a part of and incorporated into the "Easy Contract" Standard Terms and Conditions Agreement No. DURHADD.doc ("Agreement") and any Addendums to the Agreement by and between DORN Technology Group, Inc. and CUSTOMER. In the event that any provision of this Addendum and any provision of the Agreement are inconsistent or conflicting, the inconsistent or conflicting provision of this Addendum shall be and constitute an amendment of the Agreement and shall control, but only to the extent that such provision is inconsistent or conflicting with the Agreement.

CSC and CUSTOMER hereby agree as follows:

1. CUSTOMER desires to license the following Software pursuant to the terms and conditions of the Agreement:

- Data Analytics - \$10,000.00
- Upgrade to Data Director Template – \$0.00

2. Notwithstanding anything to the contrary in the Agreement, CSC and CUSTOMER agree that for CUSTOMER'S authorization to license such Software, CUSTOMER promises and agrees to pay CSC a license charge plus prorated support as set forth below which shall be due and payable upon execution hereof.

**Total License Charge:**       \$10,000.00  
**Prorated Support:**         \$ 1,666.66 (6/1/12 – 1/31/13)  
**Total Due on Execution:**   \$11,666.66

**Additional Annual Support: \$2,500.00 (See Note 1)**

3. All other terms and conditions of the Agreement shall remain in full force and effect.

Note 1: The above support fees are in addition to the current MESA / Support Services Plan fees. The amount due is prorated in accordance with the anniversary/renewal date of your MESA / Support Services agreement. CUSTOMER's support plan runs February to January. CUSTOMER's current support plan expires January 31, 2013. A support amount of \$2,500.00 will be added to each succeeding support year and invoiced in accordance with Customer's MESA Agreement. Upon expiration of the current support plan, the support term for this addendum may be extended for an additional 5 year term at the rate in effect for the immediately preceding support year at the time of renewal subject to a maximum increase equal to the percentage increase in the Consumer Price Index for all Urban Consumers (Professional Services) ("CPI"), published by the United States Bureau of Labor Statistics, from the immediately preceding January 1 at the time of renewal as adjusted annually for CPI.

Note 2: Authorized Location: 101 City Hall Plaza, Durham, NC 27701

Note 3: CUSTOMER acknowledges that the Data Analytics licensed pursuant to this Addendum (1) is for use with the RISKMASTER System only and (2) is for one server (up to 4 CPUs).

Note 4: CSC's Data Analytics contains third party software ("Third Party Software") provided to CUSTOMER by CSC for use with the System and such Third Party Software is listed in Schedule A. The Third Party Software is provided to CUSTOMER in accordance with the attached Schedule A. CUSTOMER acknowledges that Data Analytics licensed pursuant to this Addendum is for use with the RISKMASTER System only.



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**Addendum No. \_\_\_\_\_**

Note 5: Data Analytics includes the following intellectual property of BusinessObjects Software, Limited, an SAP Company, formerly known as Business Objects of America ("BOSL"): Data Integrator (Pro).

CSC is sublicensing such to CUSTOMER as an Application-Specific license pursuant to the Application Provider Agreement with BOSL dated effective January 15, 2001. CUSTOMER may use Data Analytics for the purposes of extracting, transferring, and loading data contained in RISKMASTER and data contained in third party products used in conjunction with RISKMASTER. Even though CUSTOMER may use Data Analytics for said purposes with third party product data used in conjunction with RISKMASTER, CUSTOMER shall not be permitted in any instance to use Data Analytics solely with data generated from third party products. CUSTOMER is entitled to make a reasonable number of archive-only copies; however, only one (1) production copy of Data Analytics is permitted under this Application-Specific license.

CSC and CUSTOMER certify by their undersigned authorized agents that they have read this Addendum and the Agreement and agree to be bound by their terms and conditions.

**CSC**

**CUSTOMER**

**Computer Sciences Corporation**

**City of Durham**

By: \_\_\_\_\_

(Authorized Signature)  
(in non-black ink, please)

Jeffery C. Schwalk

(Name)

President, P & C / General Insurance Division

(Title)

\_\_\_\_\_  
(Execution Date)

By: \_\_\_\_\_

(Authorized Signature)  
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\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Execution Date)

## **SCHEDULE A: THIRD PARTY SOFTWARE**

The following Third Party Software is being provided as part of the System:

### **1.SAP Business Objects, formerly known as Business Objects of America (“BOA”) software**

The Licensed System includes one or more of the following BOA software products at CSC’s discretion (“BOA Products”):

BusinessObjects End User Bundle, consisting of:

- SAP Business Objects Data Integrator Professional

CUSTOMER’s use of the BOA Products shall be subject to the following additional terms and conditions:

#### **1.1 Restrictions.**

CUSTOMER will not (a) modify, reverse engineer, or decompile the BOA Products; or (b) remove any of BOA’s proprietary notices or legends, including any BOA trademark contained in or on the BOA Products or related BOA documentation.

#### **1.2 No Consequential Damages.**

IN NO EVENT SHALL BOA BE LIABLE TO THE CUSTOMER FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES (INCLUDING, WITHOUT LIMITATION, LOSS OF DATA, LOSS OF PROFITS, LOSS OF USE, INTERRUPTION OF BUSINESS, AND THE LIKE) ARISING FROM OR IN RELATION TO THE USE OF THE BOA PRODUCTS, HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY. THIS LIMITATION WILL APPLY EVEN IF BOA HAS BEEN ADVISED OR IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES.

#### **1.3 Limitation of Liability.**

IF, DESPITE ANY OF THE OTHER PROVISIONS OF THIS AGREEMENT, THERE SHALL BE ANY LIABILITY OF BOA TO CUSTOMER OR ANY THIRD PARTY THAT ARISES OUT OF OR IS IN ANY WAY CONNECTED TO THE USE OF THE BOA PRODUCTS, BOA’S AGGREGATE LIABILITY FOR ALL CLAIMS, DAMAGES, AND LOSSES ARISING OUT OF THE SUBJECT MATTER OF THIS AGREEMENT, WHETHER IN CONTRACT, TORT (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE), OR OTHERWISE, SHALL NOT EXCEED THE TOTAL AMOUNTS PAID BY CUSTOMER FOR THE BOA PRODUCTS HEREUNDER DURING THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE DAY THE ACT OR OMISSION OCCURRED THAT GAVE RISE TO THE MOST RECENT CLAIM. THIS LIMITATION OF LIABILITY IS COMPLETE AND EXCLUSIVE, SHALL APPLY EVEN IF BOA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH POTENTIAL CLAIMS, LOSSES, OR DAMAGES, AND SHALL APPLY REGARDLESS OF THE SUCCESS OR EFFECTIVENESS OF ANY OTHER REMEDIES POSSESSED BY THE CUSTOMER OR ANY THIRD PARTIES. THIS LIMITATION OF LIABILITY REFLECTS AN AGREED ALLOCATION OF RISK BETWEEN THE PARTIES IN VIEW OF THE NATURE OF THIS TRANSACTION. THE FOREGOING LIMITATIONS SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED WARRANTY OR REMEDY.

#### **1.4 Third Party Beneficiary**

BOA is an intended third-party beneficiary of the additional terms and conditions contained in Section 1 of this Schedule A and is entitled to enforce such additional terms and conditions.

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**IMPLEMENTATION SERVICES – DATA DIRECTOR TEMPLATE**

<u>Description</u>	<u>Estimated No. of Hours</u>	<u>Hourly Rate</u>
Installation, consulting and project implementation services.	50	\$165.00

**TRAINING**

<u>Description</u>	<u>Estimated No. of Days</u>	<u>Daily Rate</u>
Data Director Template	1	\$2,200.00

**ASSUMPTIONS:**

- Customer must be on versions of RMWorld and RMX that are compatible with Data Analytics. RMWorld 7.14 and RMXr5 PS2 + HotPatch or RMXr5 PS3 are minimums.
- Customer has dedicated Business Objects Server (Business Analytics) with version XI r2 sp5 or XI 3.1sp3 to install Data Analytics on, or plans to purchase a new dedicated server for Business Analytics and Data Analytics to be installed on.
- Installation is remote. On-site installation is available, but customer is also responsible for travel expenses and one-way travel time.
- CSC recommends customer upgrade to Business Objects XI 3.1 sp2
  - 16 hours of remote installation if customer is on XIr2
  - If customer is on 6.5, custom installation and services quote is required due to the need to convert reports from the 6.5 format to the newer Business Objects format.
- Service hours covers; installation, setup and training
- Data Analytics only supports SQL Server and Oracle. Customers on Access, Informix or DB2 must migrate to SQL Server or Oracle.

Note 1: CSC recommends billable consulting to review any template not developed by CSC for Data Integrity Review. Customers should fully test any import, but templates not developed or reviewed by CSC are not covered by MESA and will require billable consulting if damage occurs to the database structure or integrity. A CSC review will result in either recommended changes to bring the template into compliance or with a response concurring that the template is in compliance following which use of the template will be covered under MESA.

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Note 2: CUSTOMER will pay all reasonable travel-related expenses incurred by employees of CSC in connection with this project. Customer will pay one-way travel time for CSC personnel in fulfilling time and material tasks at the hourly rate of \$165.00 per person hour.

Note 3: CUSTOMER acknowledges that the above amounts are good faith estimates based upon the information known to CSC. Estimates are not intended as price or performance guarantee. Number of hours is estimated for budgetary purposes only. The estimate should not be deemed an absolute cap nor does it transform this scope of work into a fixed fee agreement.

Note 4: In the event Customer cancels or reschedules a services appointment (e.g. including but not limited to training or installation) with CSC, within fourteen days (14) of the scheduled date, Customer shall pay CSC a cancellation / rescheduling charge equal to eight (8) hours of services, plus any non-refundable expenses (including but not limited to airfare, hotel, car rental etc.) incurred by CSC. Services hourly rate is \$165.00 per hour.

Note 5: Authorized Location: 101 City Hall Plaza, Durham, NC 27701.

CUSTOMER and CSC certify by the signature of their authorized agent that they have read this Work Order and Agreement and accept the terms and conditions.

**CSC**

**Customer**

**Computer Sciences Corporation**

**City of Durham**

**By:** \_\_\_\_\_  
(Authorized Signature)  
(in non-black ink, please)

**By:** \_\_\_\_\_  
(Authorized Signature)  
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\_\_\_\_\_  
Jeffery C. Schwalk  
(Name)

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President, P & C / General Insurance Division  
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EXHIBIT A



RISKMASTER

Data Analytics and Business Analytics Support Matrix

General Overview

This document describes the compatibility / installation options for RISKMASTER Data Analytics and Business Analytics. Please refer to the technical specifications from [www.riskmaster.com](http://www.riskmaster.com) for hardware and software requirements.

RISKMASTER Data Analytics can be installed on a Workstation or a Server. RMX customers that require integration with Task Manager must install on a Server. The support matrix in this document is for those customers that wish to install Data Analytics on their current Business Analytics Server.

Support Matrix

The support matrix is designed for customers that desire to install Data Analytics on the same server as Business Analytics (Business Objects).

	Data Analytics 3.0 on Server	Data Analytics 3.2 on Server
<i>Business Objects 6.5</i>	Not Supported	Not Supported
Business Objects XIr2 sp4 or earlier	Not Supported	Not Supported
Business Objects XIr2 sp5 (IIS Only)	Supported	Not Supported
Business Objects XIr2 sp5 (Java)	Not Supported	Not Supported
Business Objects XIr2 sp5 (Java or IIS with QaaS installed)	Not Supported	Not Supported
Business Objects XI 3.1 or 3.1 sp1	Not Supported	Not Supported
Business Objects XI 3.1 sp2	Not Supported	Supported by 12/15/2009